

REFUND POLICY

TradersKE is committed to providing high-quality services. This Refund Policy outlines the conditions under which refunds may be granted. Please read this policy carefully before making any purchase.

1. DISCORD LIFETIME MEMBERSHIP

1.1 General Policy

Due to the digital and immediate nature of Discord access, all Discord lifetime membership payments are generally non-refundable once access has been granted.

1.2 Exceptions

A full refund may be considered within 3 business days of purchase if:

- You have not accessed any joining link an addition to the Discord server
- You were charged more than the stated price due to a technical error

1.3 No Refund Circumstances

No refund will be issued if:

- Your membership was terminated due to violation of Community Guidelines or Terms of Service
- You claim dissatisfaction with trade results

2. COACHING SESSIONS

2.1 Cancellation by Client

No refund for our coaching sessions unless:

- After 3 business days, you a client does not receive an invitation link to Zoom/Google Meet without prior communication from TradersKE: full refund or reschedule offered
- You were charged more than the stated price due to a technical error

2.2 Cancellation by TradersKE

If TradersKE cancels a confirmed coaching session, you are entitled to a full refund or a rescheduled session at your preference. We will notify you as soon as possible if a cancellation is necessary.

3. EVENTS AND BOOTCAMPS

3.1 Paid Events

- No refund for paid events unless TradersKE cancels the Event for a full refund will be facilitated to all registered attendees

3.2 Free Events

Free events require no payment; therefore, no refund is applicable. If you can no longer attend, please notify us via WhatsApp or Email, so your spot may be offered to someone on the waitlist.

4. MERCHANDISE

4.1 Defective or Incorrect Items

If you receive merchandise that is defective, damaged, or incorrect, please contact us within 7 days of receiving your order with photographic evidence. We will offer a replacement or full refund at our discretion.

4.2 Change of Mind

We do not accept returns or issue refunds for merchandise based on change of mind, incorrect size selection, or dislike of the product once received. Please review sizing guides carefully before ordering.

4.3 Non-delivery

If your order has not been delivered within 14 business days of the confirmed dispatch date, contact us immediately. We will investigate and offer a replacement or refund if delivery cannot be confirmed.

5. HOW TO REQUEST A REFUND

To request a refund, please:

- Email us at info@traderske.com with the subject line 'Refund Request'
- Include your full name, the item or service purchased, date of payment, and M-Pesa transaction reference
- Describe the reason for your refund request

We aim to review all refund requests within 3 business days. Approved refunds will be processed via M-Pesa to the number used for the original payment within 5-7 business days.

6. DISPUTES

If you are dissatisfied with our response to a refund request, you may escalate the matter to the Kenya Consumer Protection Advisory Committee or seek resolution through the courts of Nairobi, Kenya, in accordance with our Terms of Service.

TRADERSKE

READ CAREFULLY BEFORE USING TRADERSKE SERVICES